

GRIEVANCE HANDLING

GRIEVANCE PRESENTATION TIPS

Day(s) Before

- > Final preparation: all info gathered, organized, reviewed
- > Prepare notes for the presentation; organize evidence
- > Develop arguments, strategy, desired outcomes
- > Ensure member is prepared – check in with them and review the plan/process

Upon Arrival

- > Connect with the grievor (ahead of time); if not covered already, advise them not to talk too much, arrange signals to give to indicate a caucus needed, etc.
- > Ensure the environment sets up a meeting between equals: seating arrangement; neutral location; ensure you are meeting with the appropriate people

Introductions

- > Make sure everyone is introduced and their role stated (steward introduces grievor)
- > Set a tone that is polite/professional while putting people at ease and opening space for dialogue
- > Clarify purpose of meeting: event and issue
- > Demonstrate commitment to problem solving / finding resolution in introductory remarks (e.g. “hopeful that things can be resolved”)
- > Clarify timeframe for meeting

Presentation/Discussion

- > Goal: dialogue; finding solutions to the issue

Discuss process for the meeting – e.g. Union presents/Q&A/Employer responds/Q&A /Discussion/Timelines- follow up

- > Your presentation: begin with a summary of the situation and intended outcome (sought resolution), present your facts, make your arguments
- > Discussion of the issue: look for common ground / solutions
- > Call a caucus at any time
- > Summarize at appropriate points during the discussion, to keep the discussion on track
- > Take thorough notes!!

Closure

- > Summarize discussion/decisions; clarify next steps (expectations)
- > If no resolution, encourage continued collaboration within the timelines
- > If new information arose that requires additional document sharing, request those resources now
- > Thank all for their time

continued

GRIEVANCE HANDLING

GRIEVANCE PRESENTATION TIPS *continued*

Follow-up

- > Debrief with the grievor
- > Review and clarify/complete your notes

Discipline Grievances

NOTES:

- > Union presentation leads in every case EXCEPT DISCIPLINE (in this case, the concept of 'natural justice' means that employer leads (i.e. speak first as they must justify their action).
- > Unless the Employer agrees to withdraw discipline, stewards should review potential resolutions with their LRO prior to final agreement.